



**Boughton Health Centre, Hoole Lane, Chester**

**Tel 01244 325421 Fax 01244 322224**

## **Autumn 2017 Newsletter**

### **Practice News**

**Flu Clinics** – The annual flu season is fast approaching and the flu vaccination is available to all patients aged 65 and over, pregnant ladies, carers, and anyone who has one or more of the following long term health conditions: **Diabetes, Chronic Heart Disease, Asthma, COPD, Chronic Kidney Disease, or Weakened Immune System**. There will be a number of **midweek** and **Saturday morning Flu clinics** and appointments can be booked from **1<sup>st</sup> September**.

**Saturday clinics are on the following dates: 30<sup>th</sup> Sept, 7<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup>, 28<sup>th</sup> October & 4<sup>th</sup> November.**

**Shingles Vaccinations** will be available to **all patients aged 70 & 78 on 1<sup>st</sup> September 2017 or who are in their 70's who were born after the 1<sup>st</sup> September 1942.**

**Flu nasal spray vaccinations** are available to **all two and three year olds** or children aged between **two and seventeen** with a **long term health condition** at the surgery.

- All patients aged between **18 & 25** are to be offered a **menACWY vaccination** if they are starting a University course in September or October . Please contact the surgery if you are eligible to book an appointment with one of our Nursing Team.

Due to a national shortage of **Hep B vaccinations**, for anyone wishing to book an appointment for a Hep B injection for travel or occupational purposes, we will arrange one of the Nursing team to ring you to assess your criteria and eligibility.



Care Hub has been developed by a consortium of partners including GPs from West Cheshire CCG, Brightlife, Brio Leisure and other stakeholders to further links to, and knowledge of Social Prescribing facilities available to our patients. For more information visit <http://www.carehub.info/?practice=N81034>

### **Cheshire Change Hub**

Cheshire Change Hub is a new, local health and wellbeing service. It's here to offer patients the support needed to live a healthier, happier life. Whether it is to quit smoking, lose weight, get more physically active or exercise safely around a special medical condition, you can access all the help

and support you need through the Cheshire Change Hub. To find out about all the services available ring **0300 777 0033** or visit [cheshirechangehub.org/services/](http://cheshirechangehub.org/services/)



### **NHS Health Checks**

Free NHS Health Checks are available at the surgery for **patients aged 40 – 74 who do not have a long term medical condition**. The NHS Health Check assesses the individual's risk of developing heart disease, type 2 diabetes, kidney disease and stroke. For more information visit our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk)



### **Patient Access**

**Have you signed up for Patient Access?** Did you know that appointments with a GP or Nurse Prescriber or blood test are all available to book on line? You can also order repeat medication, which can be sent to a nominated pharmacy of your choice from your tablet, laptop or smart phone. If you are 16 years and over, you can also request access your online medical records which will allow you to have greater control to your health and well-being. This may particularly useful for patients who have a long term condition e.g. diabetes which requires regular monitoring & ordering of medication .Simply download an application form or collect one from Reception at the surgery.



### **Electronic Prescribing Service**

The electronic prescribing service allows patients who have repeat medication to nominate a pharmacy of their choice to receive their prescriptions electronically, avoiding unnecessary trips to the surgery. Patients can update their nominated pharmacy at any time but must inform the surgery of the change of pharmacy.



### **eConsult – online consultation service**

**eConsult** is an online service which allows patients to use a symptom checker, self-manage conditions, get signposted to other services or consult with their GP through the Practice website at a time convenient to them. The service is for patients aged 18 years and over seeking advice on non-urgent medical problems. For more information please visit our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk)



### **Pharmacy First**

Did you know your local pharmacy can offer advice and treatment for many minor health conditions which could save a trip to see a GP or Nurse Practitioner? Pharmacies can also provide treatments for the following conditions under the Minor Ailment Scheme:

- Oral Thrush in infants under 12 months but over 1 month
- Uncomplicated UTI's
- Conjunctivitis
- Impetigo



### **Well Being Coordinator**

Well Being Coordinator Milanda Manger from Age UK will be consulting from the Practice every Wednesday. Milanda can refer and sign post patients aged 18 years and over who have at least one long term medical conditions to various organisations in the local community for help and practical support. She can offer practical advice & support with various problems e.g. benefits, housing problems, social isolation & loneliness.



### **Missed Appointments**

Have you been having problems getting an appointment with a GP, Nurse or phlebotomist? On average 116 patients per month failed to attend their appointments in the last three months (June 17 – Aug 17) which was about 19 clinical hours lost. If you are unable to attend or no longer require an appointment please consider others and cancel the appointment preferably giving 24 hours' notice. This allows for the appointment to be offered to another patient. You can cancel appointments by contacting the surgery on 01244325421 or if you have patient access please go on line or use the phone app to cancel the unwanted appointment.

### **Friends and Family Test Results Jun 17 – Aug 17**

How likely are you to recommend our GP surgery to friends or family if they require similar treatment? When asked... on average 94% of our patients said they were likely or extremely likely to recommend us.

|                            | Jun 17 | Jul 17 | Aug 17 |
|----------------------------|--------|--------|--------|
| Extremely likely           | 85%    | 88%    | 81%    |
| Likely                     | 10%    | 7%     | 11%    |
| Neither likely or unlikely | 1%     | 2%     | 2%     |

|                    |    |    |    |
|--------------------|----|----|----|
| Unlikely           | 1% | 2% | 1% |
| Extremely unlikely | 2% | 1% | 4% |
| Don't know         | 1% | 0% | 1% |

### **Extended Hours Service**

The Reception Team can now book appointments for patients who require a GP appointment, blood test or assessment with a Physiotherapist in the Extended Hours Service, which is available in a various locations in Chester and Cheshire. To book an appointment with a Nurse, patients will still need to ring 0300 123 7740, option 3. The Extended hours Service clinics times are:

- Monday – Friday 6.30pm – 9.30pm
- Saturday & Sunday 9am – 6pm **\*\*opening times vary at different locations\*\***
- Bank Holidays 9am -2pm

### **Patient Participation Group**

The Boughton Health Centre Patient Participation Group meets twice a year to provide a forum for discussion about the practice. If you are a patient at Boughton Health centre, aged 16 years or over, and feel you can offer a positive contribution to how we can improve the services at the surgery please sign up via our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) or speak to the Practice Manager for more information.

The Practice's Patient Participation Group (PPG) has organised a virtual email group to make it easier for patients to discuss matters relevant to the practice. If you join you will receive copies of contributions made by other members and will be able to contribute or start topics yourself. If you would like to join the group please email [boughtonppg@gmail.com](mailto:boughtonppg@gmail.com) asking to join the group, your name and email address will then be added to the group.



### **NHS 111**

NHS 111 is a non-emergency medical advice service which is now available 24 hours a day 365 days a year. NHS 111 has also now replaced the out of hours service so if you require urgent medical assistance after 6.30pm that cannot wait until the surgery re-opens at 8.00am the next working day, please hang up and call 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles and calls are recorded for your protection. If the emergency is life threatening please ring 999



### **West Cheshire Carers Trust**

1 in 10 people in Cheshire are carers. Are you, or do you know, someone who cares for a person with an illness, a disability, or frailty, which means they are a carer? Carers can also be identified as

someone who cares for someone with mental health, drug or alcohol problem. Carers Trust offers both practical and emotional support to carers. They offer regular carer meeting groups and days out to allow carers to have a break from their role. All services offered by the Carers Trust are free of charge. If you are a carer we would like to know, either download a carers notification form from our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) or speak to one of our Carers Links – Jen & Kim.



### **Contraception & Sexual Health Services**

The surgery offers a wide range of contraception services at the practice, which include:

- Oral contraception & annual Pill checks
- Depo Injections
- Contraception implant service
- IUD Coil fitting service

We also offer opportunistic chlamydia screening for patients aged 16-24 (kits available in toilets).



GOSH is a new sexual health service based at the Fountains Building on Delamere Street Chester. The services available are:

- Free online chlamydia screening postal kits for 16-24 year olds
- Free condom distribution service
- All methods of reversible contraception including implants and IUDs (coils)
- Emergency contraception
- Testing and treatment for all sexually transmitted infections including HIV, Hepatitis B and C

There are both pre-bookable and drop in clinics available on various days during the week. Just ring 0300 323 1300 for more information.

### **Self-Care Tools for Children and Young People**

There are a number of tools available to parents, carers, young people and children to help them manage and care for themselves.



#### **My wellbeing on line**

It is a site designed by and for young people aged from 5 to 19 which offers advice and information from the School Nurse Team ranging from primary to secondary school and beyond. Advice and information covered include immunisations, health screening, and support services in school and the

community and on line support. All questions posted to the team are dealt with in the strictest confidence. There is also advice & information for parents/carers and professionals. From this page, young people can self-refer for online support directly with a health practitioner. Visit [www.mywell-being.org.uk/](http://www.mywell-being.org.uk/) for more information.

### **Common Conditions Booklet**

As well as general well-being, this handbook will help you to understand when is the right time to call NHS 111, visit your GP, chat to your health visitor or take a visit to your local pharmacy.

[https://www.westcheshireccg.nhs.uk/document\\_uploads/plans-strategy/FINAL%20Childhood%20Illness%2001.02.16.pdf](https://www.westcheshireccg.nhs.uk/document_uploads/plans-strategy/FINAL%20Childhood%20Illness%2001.02.16.pdf)

### **Common Conditions App**

The booklet is available as an app and can be downloaded for free on Google Play and Apple. Search for 'cheshire child health' in the App Store or Google Play.

self  
management uk

Are you aged between 12 – 18 years old and have a long term health condition and feel isolated and alone?

Self Management UK are running FUN and FREE workshops where you can meet others in a similar situation and learn new skills. For more information ring 03333 445 840 text 077897 807160 or email [hello@selfmanagementuk.org](mailto:hello@selfmanagementuk.org)